

CENTER FOR SUBSTANCE ABUSE TREATMENT

1. Have you read one or more issues of *NAME OF CSAT PRODUCT?*

Yes

Public reporting burden for this collection of information is estimated to average 10 minutes per response to complete this questionnaire. Send comments regarding this burden estimate or any other aspect of this collection of information to the SAMHSA Reports Clearance Officer, Room 16-105, 5600 Fishers Lane, Rockville, MD 20857. An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The control number for this project is 0930-0197.

If NO, Skip to

Question 9.

No

Customer Survey—Information Materials Subscriber

2. Planned of NAME OF CSAT PROD 3a. Please indicate whether you pla NAME OF CSAT PRODUCT in following ways:	Satisfaction with Use 3b. If "Y", please indicate your satisfaction with this use. If "N", please skip to the next item in Question 3a.							
Please mark "Y" for "Yes" or "N" for "No."			Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
To keep informed of substance abuse treatment issues	0	Y N	0	О	О	О	О	О
Circulate or route it to others	0	Y N	0	O	О	О	О	0
Clip articles for informational purposes	0	Y N	О	О	О	О	О	О
Place it in a prominent location for staff	0	Y N	О	О	О	О	О	0
Use as a handout for customers/clients	0	Y N	О	О	О	О	О	0
Reproduce article(s) in a publication	0	Y N	0	О	О	О	О	0
Reference <i>NAME OF CSAT PRODUCT</i> in a publication	0	Y N	0	О	О	0	О	0
Other (specify)	0	Y N	0	О	0	О	О	О

Content: Satisfaction and Recommendations

4a.		v satisfied are you with DDUCT content?	NAME OF CSAT	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied		Very Dissatisfied	Don't Know
Is it	credib	ole?		О	0	0	О	0	О
		professionals working ou tment field about addicti		0	0	0	0	0	0
abus		professionals working ou tment field on the social		0	O	O	О	О	О
Prov	vides n	new information on subst	ance abuse treatment?	0	0	0	0	0	0
	vides ti tment?	imely information on sul	ostance abuse	O	О	O	О	О	O
		substance abuse treatment of the stance abuse abuse treatment of the stance abuse ab	t information relevant	0	0	О	О	О	О
	vides re rmatio	eferences to substance a on?	buse treatment	O	O	O	О	О	О
		ly one general topic area ment?	in each	O	0	O	O	О	O
	Other content characteristic(s) (specify)			О	0	0	O	О	0
4b.	sa	ow would you characte tisfaction with the cont SAT PRODUCT?		O	O	О	О	О	0
5.	What	changes(s) can CSAT	make to <i>NAME OF</i> (CSAT PRO	DUCT con	tent to impr	ove or enha	nce its use?	
6.	follov	king of your professions wing topics, as they rela k all that apply)			•	_			
5.	follov	wing topics, as they rela		e treatmer	•	_			
5 .	follow (Mark	wing topics, as they relak all that apply)	Health and wellHealthcare refo	ness orm	nt, would be	e of interest to			
	follow (Mark	wing topics, as they related what apply) Adult needs Aging and senior citizens Alcohol abuse and	O Health and well	ness orm (3, and	O Reasons and abu O Rural he	e of interest to s for using sing ealth			
	follow (Mark	wing topics, as they related with a state of the state of	O Health and well O Healthcare refo O HIV/AIDS, TE other infectious	ness orm (3, and	O Reasons and abu O Rural he O Support	e of interest to s for using sing ealth			
55.	follow (Mark	wing topics, as they related with all that apply) Adult needs Aging and senior citizens Alcohol abuse and alcoholism	 Health and well Healthcare refo HIV/AIDS, TE other infectious diseases 	ness orm (3, and	Property of the control of the contr	s for using sing ealth groups nt referrals			

Format: Satisfaction and Recommendations

7a. How satisfied are you that NAME OF CSAT PRODUCT?	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied		Very Dissatisfied	Don't Know
Uses language appropriate to professionals in your field?	0	0	0	O	O	0
Uses language that is easily understood by customers/clients?	О	0	0	О	O	0
Contains culturally relevant language to your organization?	O	0	0	O	O	0
Is easy to read?	0	0	0	0	O	0
Is aesthetically pleasing?	0	0	0	0	O	0
Has an appealing color scheme?	0	0	0	0	O	0
Is an appropriate length?	0	0	0	0	0	0
Includes articles of an appropriate length?	0	0	0	0	O	O
Uses a two-column layout for the articles?	0	0	0	0	O	0
Is easily recognizable when you receive it in the mail?	0	O	0	0	O	O
Other format characteristic(s) (specify)	О	0	0	O	O	O
7b. How would you characterize your overall satisfaction with the format of <i>NAME OF CSAT PRODUCT?</i>	О	О	О	О	О	О

	e(s) can CSAT make to the following format elements of <i>NAME OF CSAT PRODUCT</i> to enhance its use?
Language:_	
_	
${\bf Readability:} _$	
_	
Layout:_	
-	
Length:_	
-	
Recognition: _	
_	
Other: _	
_	

9.	Who in your apply)	organization O O O O O O O O O O	Director or Counselor Office man Administra Don't know	other administrator or social worker nager ative assistant or receptionist	CSAT PRODUCT? (Mark all that				
10.	What is the organization	•	send NAM	E OF CSAT PRODUCT to get	it recognized and used by your				
		(Pleas	e check only	one)					
		0	Send in the	e mail					
		O	Send as an	Send as an e-mail attachment					
		O	Send as text in an e-mail Send e-mail notification of Internet postings						
		O							
		O	Send as a f	ax					
		O	Other (spe	cify)					
11.	organizatio	nal types that	best descri	to being the highest and "3" being the your organization. (Please rand) Local government agency State government agency Federal government agency College or university					
Health (specify)		Professional or academic associationChildren and/or teens focus	Non-profit Other (specify)						

Dissemination of NAME OF CSAT PRODUCT

Thank you for completing our survey.

Please return your survey in the enclosed envelope.